

# Helena JSEC Meeting Minutes

## November 18, 2009

### Members Present:

Carolyn DeYoung	BCBS of Montana
Robert Ward	Enterprise Holdings
Larry Westfall	L&S Team Builders
Darlene Chamberlin	Helena High School
Pat Roth	Glacier Bancorp, Inc.
Cathy Wood	Student Assistance Foundation
Charles Geary	Department of Corrections
Anna Kazmierowski	A2Z Personnel Helena
Deena Korting	A2Z Personnel Helena
Hayley Emly	American Federal Saving Bank
Sandy Hamlin	Helena Job Service Workforce Center
Dave Laber	Helena Job Service Workforce Center
Carol Rule	Helena Job Service Workforce Center

**Introductions:** We began the meeting with introductions.

**Minutes:** Minutes were approved as written.

**Treasurer Report:** Robert W. reported that we have \$271.86 in the scholarship account and \$5,463.86 in our JSEC account.

**Scholarship Review:** Sandy H. asked if anyone had a chance to review the scholarship for recommended changes. Robert W. didn't think that the primary focus of the scholarship, overcoming adversity, was clear enough. He felt that some of the students that have submitted their application really didn't know what we were looking for? Carol R. suggested that we add something to the 'purpose' section making it more specific. Hayley recommended that we clarify on the essay part more of what we are looking for. We all agreed it needed to be stated more clearly.

Discussion continued about the different options for the \$500.00 award. Specifically, do we want to consider giving two \$500.00 awards to two individual students or \$500.00 to the same student for a few consecutive years? Carolyn D. asked if we would use the adversity criteria for the first year, but new criteria the second year. We would have to stay in contact with the winner and follow up with them. Staying in school and a 2.5 GPA would definitely have to be a consideration. Perhaps showing how they are continuing to overcome adversity, as well as their plans for the next year. Darlene C. would like to see the committee have the students at least give us proof that they are enrolled before we give them the \$500.00. We could write the check as soon as they sent us a copy of their registration or schedule bill. We also discussed sending the money directly to the school instead of to the student so that there is more accountability. However, there have been issues in the past when they have sent it directly to the school. Also, some of them may have expenses other than tuition, such as books, clothing, etc. Darlene C. referred us to the scholarship directions, and it is very specific that the purpose is to further their education through a course of study at a post high school. Larry W. believes that if they have overcome some adversity, they are showing some initiative and would be able to make their way after the first year. Larry W. gave us some background on the scholarship program he helps administer for the American Legion so we could compare what was out there. Hayley E. said that maybe in situations where no one qualifies, we could then give to the prior year award winner for their second year of post high school. She also suggested that we

could award one scholarship for a high school senior and one for a junior or senior in college, maintaining the same criteria. Robert W. reminded us that we have two colleges in the area. Although we will be advertising online, the scholarship is specifically for students served by this area. Charles G. said that we may want to consider non-traditional students too. Those in the 30-35 year old range.

The scholarship committee of Tina W., Cathy W., Alan T., and Anna K., (and anyone else interested) will look at the suggestions and come back to the entire Committee with recommendations. They could talk to past winners and current students; a survey of sorts to get some good feedback. Questions such as: do you have any suggestions; do you feel like it was worth your time and energy to fill out the application; what could have been different; were instructions clear? Sandy H. has the names of past winners. Also, we will go ahead with putting the scholarship online, but have students submit hardcopies of the transcripts.

**Soft Skills:** Sandy H. queried the group on whether or not they think that teaching soft skills is a viable tool. What does your business need that you might consider being a soft skill? The definition might be a little different for everybody. Sandy H. was thinking that as a committee we may want to develop some type of training. Carol R. suggested that Workplace Etiquette 101 might be a better label than soft skills. We tossed around some other possible definitions: common sense, behavioral, personality related, customer interaction, attitude, self responsibility, punctuality, and how to organize. And as Pat R. said, how to come to work one day on time, go home, and start all over again the next day and the next day. Darlene C. said she realizes that you are just not going to change some people, but there are people out there that can learn some of these things and put them to practice. There are a certain percentage of people out there that don't do better because they don't know better. Carolyn D. said if they don't learn they are going to be out of a job, guaranteed. Larry W. added that sometimes people are different at work than they are at school, or home, or in public. Their behavior is different because they have learned to adapt because that is what's acceptable. Behavior can be changed but it has to be reinforced and it has to be continued or it doesn't become important to employees. It was agreed that employers and employees both could learn from this. Discussion ensued about dress codes and the misconceptions of people that don't have face-to-face interaction with the public each day. Everyone felt that dress does impact your whole demeanor; it impacts who you think you are and how your co-workers view you. Darlene C. brought up a discussion she had with her students about a thing as simple as tipping. If employees are representing your company at business lunches or dinners, tipping could be a reflection on the company.

Charles G. suggested starting this type of training at the high school level. He noted that he is on the social networking committee for the State. The new generation is way ahead of us. We have to as a State come up with how we are going to accommodate these folks because it is not the same thing as when we came up through the workforce. It's different, and we have to try to understand that.

Carol R. mentioned a little book that Job Service has had in the past, called 30 Ways to Shine as a New Employee. It is basic, such as you're expected to be ready to work at your start time, your expected to return, go the extra mile if you see something that needs to be done do it. She will try to get some copies for us to take a look at. Sandy H. will get an e-mail out to gather additional ideas on what types of issues the committee members would like to address.

**Hidden Agenda:** Carol R. gave a Supervisor's Report in lieu of the Manager's Report since Deb B. is gone for a family medical emergency. There were no questions about the report. Carol R. attended a Regional meeting recently and discovered that Butte collects applications and stamps them with 'hire a veteran'. She asked how employers felt about doing something like that and if it would impress them to choose a veteran. Butte's intent is to show support and give priority of

service. Consensus was that such a notice would not make a difference because it is not part of their screening criteria. For the State, veterans get a preference already. For private sector, you either meet the criteria or not. Some vets may view their status as a privacy issue. Carol R. voiced her appreciation for JSEC's input.

Pat R. would like to host the December meeting at their new facility. Because of past events when financial institutions became targets, they don't have any signage. Sandy H. will get something out so that everyone knows where and when it will be.

Carol R., Hayley E., Carolyn E., Anna K., and Deena K. needed to leave. Those remaining watched a diversity video (Murphy Brown).

Meeting adjourned.

**Next Meeting:**

- December 16, 2009
- Wednesday
- 3:30 p.m.
- Glacier Bancorp, Inc.
  - I.T. Department
  - 3320 Dredge Drive
  - Pat Roth 406-495-2601
- Treats – Job Service
- Beverages – Glacier Bancorp